ABSTRAK

Surya Dwipayan, I Gusti Made (2023), *Usability Testing Sistem Informasi Dosen (SID) ITB STIKOM Bali Menggunakan Metode Concurrent Think Aloud, Performance Measurement, dan System Usability Scale*. Tesis, Pendidikan Dasar, Program Pascasarjana, Universitas Pendidikan Ganesha.

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Kata-kata kunci: Usability Testing, Concurrent Think Aloud (CTA), Performance Measurement, System Usability Scale, ITB STIKOM Bali

Sistem Informasi Dosen (SID) ITB STIKOM Bali merupakan alat bantu bagi dosen untuk melakukan tugasnya sebagai pengajar, pembimbing, serta wali mahasiswa di kampus terkait. Sistem ini sudah digunakan sejak tahun 2013. Sepanjang sistem berjalan, timbul keluhan dari dosen, seperti pencarian suatu menu yang sulit karena tidak adanya kolom pencarian, tulisan menu yang begitu kecil, sehingga membutuhkan waktu yang cukup lama untuk beradaptasi menggunakan sistem. Penelitian ini mengevaluasi SID ITB STIKOM Bali, dari sisi efektivitas, efisiensi, dan kepuasan penggunanya. Metode *Usability Testing* dipilih oleh penulis, untuk mengevaluasi sistem berdasarkan tiga aspek yang disebutkan sebelumnya. Teknik yang digunakan pada penelitian ini ada tiga, *Performance Measurement (PM), Concurrent Think Aloud (CTA),* dan *System Usability Scale (SUS)*. Evaluasi *usability* dilakukan dengan memilih 20 responden dosen, diantaranya 10 responden masuk keategori mahir, dan lainnya masuk kategori pemula. Untuk mengetahui tingkat efektivitas dan efisiensi, digunakan metode *performance measurement*. Untuk mengetahui tingkat kepuasan pengguna SID, digunakan metode *System Usability Scale (SUS)*. Selanjutnya, untuk mengetahui respon pengguna atas tampilan sistem digunakan metode *concurrent think aloud*. Responden dari metode *system usability scale* sama dengan responden yang digunakan dalam metode *performance measurement* dan metode *concurrent think aloud*. Hasil analisis menyatakan bahwa SID cukup efektif, dengan persentase keberhasilan 90,5%. SID juga dikatakan cukup efisien, karena lebih banyak *task*/tugas yang menerima H0. Tingkat Kepuasan pengguna masuk kategori *Acceptable*/Sangat Baik pada pengguna mahir dan *Marginal Low*/Rata-rata Rendah pada pengguna pemula. Data yang telah didapatkan dengan menggunakan metode *performance measurement* dan *cuncurrent think aloud* nantinya akan digunakan sebagai acuan untuk rekomendasi perbaikan SID ITB STIKOM Bali.

ABSTRACT

Surya Dwipayana, I Gusti Made *(2023), Usability Testing of the Sistem Infromasi Dosen (SID) ITB STIKOM Bali Using the Concurrent Think Aloud Method, Performance Measurement and System Usability Scale. Thesis, Basic Education, Postgraduate Program, Ganesha University of Education.*

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Keywords: Usability Testing, Concurrent Think Aloud (CTA), Performance Measurement, System Usability Scale, ITB STIKOM Bali

Sistem Informasi Dosen (SID) ITB STIKOM Bali is a tool for lecturers to carry out their duties as teachers, supervisors, and guardians of students on related campuses. This system has been used since 2013. Throughout the system, there were complaints from lecturers, such as finding a menu that was difficult because there was no search field, the menu writing was so small that it took a long time to adapt to using the system. This study evaluates SID ITB STIKOM Bali, in terms of effectiveness, efficiency, and user satisfaction. The Usability Testing method was chosen by the author, to evaluate the system based on the three previously mentioned aspects. There are three techniques used in this study, Performance Measurement (PM), Concurrent Think Aloud (CTA), and System Usability Scale (SUS). Usability evaluation was carried out by selecting 20 lecturer respondents, of which 10 were in the advanced category, and others in the beginner category. To determine the level of effectiveness and efficiency, the performance measurement method is used. To determine the level of satisfaction of SID users, the System Usability Scale (SUS) method is used. Furthermore, to find out the user's response to the UI/UX, the concurrent think aloud method is used. Respondents from the system usability scale method are the same as those used in the performance measurement method and the concurrent think aloud method. The results of the analysis stated that SID was quite effective, with a success percentage of 90.5%. SID is also said to be quite efficient, because more tasks receive H0. The level of user satisfaction is in the Acceptable/Very Good category for advanced users and Marginal Low/Low Average for beginner users. The data that has been obtained using the performance measurement and cuncurrent think aloud methods will later be used as a reference for recommendations for improving SID ITB STIKOM Bali.